

PATENT

Docket No. 356952.00042

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

INVENTORS:	<b>Richard Seward</b>	Confirmation No. <b>6589</b>
APPLICATION NO.	<b>10/575,069</b>	
FILED:	<b>February 23, 2007</b>	Examiner: <b>N. Ly</b>
CASE NO.	<b>356952.00042</b>	Group Art Unit: <b>2617</b>
TITLE:	<b>METHOD OF ENABLING A WIRELESS INFORMATION DEVICE TO ACCESS CUSTOMER SUPPORT SERVICES</b>	

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**FILED ELECTRONICALLY ON September 29, 2009**

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MAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.111  
TO OFFICE'S ACTION MAILED JULY 1, 2009**

Sir:

This is in response to the Office Action mailed July 1, 2009, having a period for response set to expire on October 1, 2009. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper; Remarks begin on page 8 of this paper.